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November 15, 2007

### BY ELECTRONIC FILING

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

**Re: Time Warner Cable Section 63.71 Discontinuance Application  
WC Docket No. 07-238; Comp. Pol. File No. 839**

Dear Ms. Dortch:

This letter responds to the only comment that was filed in connection with the above-referenced application of Time Warner Cable Information Services (Texas), L.P. d/b/a Time Warner Cable ("TWC") to discontinue the provision of circuit-switched domestic telecommunications services to customers in certain communities in Texas.

In this comment, a former TWC circuit-switched customer expressed concern that he had been receiving intermittent telephone service after switching to TWC's Digital Phone service. The customer stated that he had been visited by several different TWC technicians who temporarily restored service, but that the problem was recurring. After learning of the comment, TWC called the customer to address his concern and sent another technician to investigate the problem. This technician found a faulty connector and successfully restored telephone service for the customer and resolved all service issues. TWC credited the customer for all periods of time for which he did not have service, and compensated the customer for a missed technician appointment. TWC also has confirmed internally that it had promptly scheduled numerous technician visits to the customer's home in response to his concerns, several of which were cancelled or refused by the customer, and that these technicians had left only when they believed service had been restored.

The "Commission normally will authorize proposed discontinuances of service unless it is shown that customers or other end users would be unable to receive service or a reasonable

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substitute from another carrier.”<sup>1</sup> The only customer to file a comment is successfully receiving service as a TWC Digital Phone customer. Thus, the Commission should authorize the proposed discontinuance.

Sincerely,

/s/ Stefanie Alfonso-Frank

Stefanie Alfonso-Frank  
*Counsel for Time Warner Cable*

cc: Kimberly Jackson  
Rodney McDonald  
Carmell Weathers

<sup>1</sup> *Comments Invited on Application of Time Warner Cable Information Services (Texas), L.P. d/b/a Time Warner Cable to Discontinue Domestic Telecommunications Services*, Public Notice, WC Docket No. 07-238, Comp. Pol. File No. 839 (Oct. 26, 2007).